

REMARKS

Claims 1-37 are pending in the present application. Claims 1-3, 8, 15, 21-23, 25, 26, 30-32, 36 and 37 have been amended herewith. Reconsideration of the claims is respectfully requested.

I. 35 U.S.C. § 102, Anticipation

The Examiner rejected Claims 1-37 under 35 U.S.C. § 102 as being anticipated by Grewal et al. (U.S. Patent No. 6,691,159 B1). This rejection is respectfully traversed.

The claimed invention is directed to an improved technique for facilitating co-action/communication between a user requesting assistance from an expert, and in particular for aiding a user in searching for subject area information on a data processing system. In response to a request for an interactive expertise session, two items are provided to facilitate the improved co-action/communication that is provided by the present invention - an electronic page display and a communication interface. In addition, generated interactive expertise is presented. A first portion of the generated interactive display, such as the communication between a requester of the interactive expertise and the supplier of the interactive expertise, is presented upon the communication interface. In addition, a second portion of the generated interactive display, such as contents of an information page related to the subject area as determined by the supplier, is presented upon the electronic page display. This is shown in the preferred embodiment at Applicants' FIG. 9, elements 902 and 904. The presentation of both requested information and a communication with the supplier of the interactive expertise greatly facilitates co-action/communication between a user requesting assistance and an expert providing such assistance.

In contrast, per the teachings of the cited Grewal reference (and as can specifically be seen by Grewal's FIG. 6), only a chat feature is provided between a user and one or more experts using a chat room user interface. There is no ability to also provide in a second area the results of an expertise's assistance such as a resulting information page.

In particular with respect to Claim 1, such claim recites "presenting generated interactive expertise related to the subject area, wherein a first portion of the generated

interactive expertise is presented upon the communication interface and a second portion of the generated interactive expertise is presented upon the electronic page display, wherein the generated interactive expertise presented upon the communication interface comprises a communication between a requestor of the interactive expertise and a supplier of the interactive expertise and the generated interactive expertise presented upon the electronic page display comprises at least one information page related to the subject area as determined by the supplier". As can be seen by FIG. 6 of the cited Grewal reference, while a web page is displayed in addition to a chat window, this web page is not the result of any expert's determination as to information relating the requested subject area, but rather is merely a web page that provides a chat room interface for displaying one or more chat windows (Grewal Col. 4, lines 18-33). Thus, it is shown that amended Claim 1 (and dependent Claims 2-16) is not anticipated by the cited reference.

Further with respect to Claim 2 (and dependent Claim 15), Applicants show that such claim has been amended to recite that the at least one information page is also presented to the supplier of the interactive expertise. This is shown at Applicants' FIG 10, at element 1006 within client browser 1008 and element 1006 within expert browser 1010, and further facilitates co-action/communication by the requester and supplier by allowing both to simultaneously view search results. The cited reference does not teach this claimed feature or its resulting advantage.

Further with respect to Claim 15, which depends upon Claim 2, such claim has been amended to further emphasize the advantages provided by the dual display of the information page, in that either the requester or supplier can manipulate such page (such as selecting an item or URL to retrieve further information) to further provide cooperative interaction between the requester and supplier (Specification page 18, lines 3-11; page 23, lines 6-30). The cited reference does not teach this claimed feature or its resulting advantage.

Further with respect to Claim 10 (and dependent Claim 11), Applicants show that the cited reference does not teach the claimed feature of "upon termination of the interactive expertise session, calculating a charge for the interactive expertise session". In rejection Claim 10, the Examiner cites Grewal Col. 4, lines 34-45 as teaching all elements of Claim 10. Applicants show that there, Grewal states:

"FIG. 7 is an exemplary phone request user interface 220. Selection of phone feature 190 (shown in FIG. 5) causes a pool of experts 222 to be selected for a telephone contact. Included in the expert pool 222 are photographs 224 of the experts, areas of expertise and biographical data 226, such as length of service and testimonials, on each expert, and a link 228 to be used to call that expert. Also included in expert pool 222 is a queue indicator 230 which shows how many calls are in the queue of each expert and also shows where the user's call is in relation to other calls in the queue. User interface 220 includes a history 232 which shows previous user interactions with the available experts."

As can be seen, this passage makes no mention whatsoever of any type of charge calculation for the interactive expertise session. Display of a history of previous user interactions does not in any way teach or suggest calculating a charge for the interactive expertise session. Thus, it is shown that Claim 10 (and dependent Claim 11) has been erroneously rejected under 35 U.S.C. 102. For a prior art reference to anticipate in terms of 35 U.S.C. 102, every element of the claimed invention must be identically shown in a single reference. *In re Bond*, 910 F.2d 831, 15 USPQ2d 1566 (Fed. Cir. 1990).

With respect to Claim 17 (and dependent Claims 18-21), such claim recites "responsive to receiving the first electronic page, simultaneously displaying the first electronic page and a communication interface" and "transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the first electronic page and the communication interface". The cited reference does not teach these claimed features. In rejecting Claim 17, the Examiner relies on reasoning given in rejecting Claim 1 as they are similar in scope. Applicants show error, in that Claim 17 recites a simultaneous display of both the first electronic page (having content associated with the requested subject area) and a communication interface, such simultaneous display being responsive to receiving the first electronic page. The cited reference only teaches display of an interactive chat session. There is no teaching of also displaying requested information such as a first electronic page, as claimed. The simultaneous display of both the electronic page and the communication interface facilitates cooperative interaction as both the requested information and the interactive session with the expert are both simultaneously displayed. As every feature of Claim 17 (and dependent Claims 18-21) is not identically shown in a single reference, it is shown

that Claim 17 (and dependent Claims 18-21) has been erroneously rejected under 35 U.S.C. 102.

Further with respect to Claim 21, such claim recites selection of a second electronic page, replacing the first page with the second page, and the simultaneous display of this second, selected web page and the communication interface. The cited reference does not teach such simultaneous display of both a selected web page, selected from a web page having content associated with the selected subject area, and a communication interface, but rather merely teaches display of a chat room user interface with one or more chat windows (Grewal Col. 4, lines 18-34). Thus, Claim 21 is further shown to not be anticipated by the cited reference.

Still further with respect to Claim 21, such claim has been amended to emphasize that the simultaneously display of an electronic page and communication interface are displayed on both a client machine and an expert machine, to thereby further facilitate cooperative interaction between a client and expert as both the requested information and the interactive session are displayed on both of the client and expert machines. The cited reference does not teach this claimed feature or its resulting advantage.

Further with respect to Claim 22, such claim has been amended to recite the claimed feature of "wherein the generated interactive expertise is transmitted to the client machine and is displayed on both the client machine and an expert machine". This claimed feature advantageously provides for display of the generated interactive expertise on both the client machine and expert machine to further facilitate the cooperative interaction abilities provided by the present invention. The cited reference does not teach this claimed feature or its resulting advantages. Thus, Claim 22 is further shown to not be anticipated by the cited reference.

Applicants traverse the rejection of Claim 23 for similar reasons to those given above regarding Claim 1.

Applicants traverse the rejection of Claim 24 (and dependent Claim 25) for similar reasons to those given above regarding Claim 17.

Applicants further traverse the rejection of Claim 25 for the further reasons given above regarding Claim 22.

Applicants traverse the rejection of Claim 26 (and dependent Claims 27 and 28) for similar reasons to those given above regarding Claim 1.

Applicants further traverse the rejection of Claim 27 for similar reasons to the further reasons given above regarding Claim 10.

Applicants traverse the rejection of Claim 29 (and dependent Claim 30) for similar reasons to those given above regarding Claim 17.

Applicants further traverse the rejection of Claim 30 for the further reasons given above regarding Claim 21.

Applicants further traverse the rejection of Claim 31 for the further reasons given above regarding Claims 15 and 22.

Applicants traverse the rejection of Claim 32 (and dependent Claims 33 and 34) for similar reasons to those given above regarding Claim 1.

Applicants traverse the rejection of Claim 35 (and dependent Claims 36 and 37) for similar reasons to those given above regarding Claim 17.

Applicants further traverse the rejection of Claim 36 for similar reasons to those given above regarding Claim 21.

Applicants further traverse the rejection of Claim 37 for similar reasons to those given above regarding Claim 15 and 22.

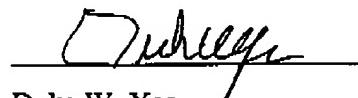
Therefore, the rejection of Claims 1-37 under 35 U.S.C. § 102 has been overcome.

II. Conclusion

It is respectfully urged that the subject application is patentable over the cited reference and is now in condition for allowance. The Examiner is invited to call the undersigned at the below-listed telephone number if in the opinion of the Examiner such a telephone conference would expedite or aid the prosecution and examination of this application.

DATE: 06/10/04

Respectfully submitted,



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